

# Sacramento County Health Authority Commission Consumer Protection Committee Meeting

## Meeting Minutes

December 9, 2021, 11:00 AM – 1:00 PM

## Meeting Location

In compliance with County, State, and Centers for Disease Control and Prevention directives related to the COVID-19 public health emergency, this meeting was held remotely via webinar and conference call.

## Attendance

Name	Attendance	Name	Attendance
<b>SCHA Consumer Protection Committee Voting Members</b>			
Kyle Stefano, Chair	<input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent	Kim Williams	<input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent
John Landefeld, MD, Vice-Chair	<input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent	Patricia Sherrod	<input type="checkbox"/> Present <input checked="" type="checkbox"/> Absent
Edwin Kirby	<input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent		
<b>County Staff to SCHA</b>			
Jenine Spotnitz	<input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent		
<b>Consultants to SCHA</b>			
Sarabeth Zemel	<input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent		
Lisa Chan-Sawin	<input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent		
Alexis Sabor	<input checked="" type="checkbox"/> Present <input type="checkbox"/> Absent		

Agenda Item	Time
<p><b>1. Welcome and Agenda Review – Kyle Stefano, Committee Chair</b></p> <p>Committee Chair Kyle Stefano convened the meeting at 11:06 am. Jenine Spotnitz, SCHA staff, reviewed the agenda.</p>	11:00 – 11:05 am
<p><b>2. Action: Review and Approve Minutes - Jenine Spotnitz, Sacramento County Department of Health Services</b></p> <p>Jenine Spotnitz reviewed the minutes for the Consumer Protection Committee meetings that occurred on the following dates: 7/8, 7/22, 8/12, 8/19, 9/9, 9/16, and 10/14.</p> <p>Commissioner Eddie Kirby motioned to approve the minutes for the 7/8, 7/22, 8/12, 8/19, 9/9, 9/16 and 10/14 dates. Commissioner Kim Williams seconded the motion. The motion carried.</p>	11:05 – 11:15 am
<p><b>3. Presentation and Discussion: Review of Commission Goals – Jenine Spotnitz, Sacramento County Department of Health Services, and Lisa Chan-Sawin, Transform Health</b></p> <p>Jenine Spotnitz described the background and the goals for this meeting. The Commission's goals were developed and refined earlier in the year. As the Commission prepares for next year, they would like to discuss short-term and long-term timeframes for the goals that the Consumer Protection Committee will address.</p>	11:15 – 12:45 pm

Lisa Chan-Sawin, consultant to SCHA, reviewed the work to date by the Commission and QIQA and Consumer Protection Committees, including standing up the Commission, establishing goals, and preparing for procurement. She also outlined what is planned so far in 2022, including finishing out the procurement/RFQ assessment work. The Consumer Protection Committee needed to identify which goals fall under the Committee; identify short-term activities; and identify long-term activities. Lisa Chan-Sawin also reviewed the 14 Commission goals.

The Consumer Protection Committee engaged in a discussion about the Committee's scope of work. The Committee indicated that the work felt by beneficiaries is the committee's charge, including access to care and levels of delegation is appropriate. A Commissioner expressed that most of the goals will be relevant to this committee, but maybe only the ones that focus on operational issues would not be the purview of this committee. The Committee also clarified that the other committee is the Quality Improvement/Quality Assurance Committee and they are focused on quantitative data and metrics, whereas the Consumer Protection Committee usually focuses on more qualitative data and connecting with advocacy organizations, beneficiaries, and groups who work with beneficiaries.

The Committee also discussed its consumer beneficiary representation. One Medi-Cal beneficiary is on the Committee but has not attended meetings for several months and may not want to continue. The Committee discussed potential consumers who may be interested in serving on the Committee. The next step is to make a recommendation to the Board of Supervisors. The Committee agreed that this was a priority for its work and to meet to vote on a recommendation on 12/16 at 11:30 am.

The Committee began with Goal #2, Access to Care. Lisa Chan-Sawin outlined the broad DHCS goal, then discussed the Sacramento-specific goals. The Committee agreed that Access to Care fell into the Committee's purview. The Committee felt that all the Sacramento-specific goals except for two of them (J and K) fell within the Consumer Protection Committee. They felt that J and K probably fell to the QIQA Committee, and G may be a shared goal of both Committees.

The Committee discussed possible short-term activities to take on relating to the Access to Care goal. Commissioner Kirby suggested inviting current MCPs to speak to the Committee to speak to some of the access issues, particularly around delegation and the grievance process, and how they are improving things in these areas to make it more accessible. Commissioner Landefeld agreed with the idea and suggested that the Committee and full Commission could use the goals to structure issues that consumers have raised in order to hold plans accountable. Inviting plans and delegated entities to discuss access issues would be the first step, and this may help to surface best practices for plans and delegated entities, as well as establish a baseline understanding of what is happening now. Commissioner Kirby also suggested creating smaller workgroups to discuss how to solve problems and create a standard approach on issues.

The Committee returned to the first goal of Quality. Commissioner Kirby and Chair Stefano agreed that this goal was a better fit for the QIQA Committee. Commissioner Kirby suggested that rather than inviting MCPs to speak to the Consumer Protection Committee, maybe both Committees create questions, but MCPs come before the full Commission so everyone hears them.

The Committee turned to Goal #3, Continuum of Care. Lisa Chan-Sawin noted that the Commission did not create any Sacramento-specific goals under this broader goal. Commissioner Landefeld asked whether it was covered within other goals. The Committee agreed to keep it on the list, but weave in work from other goals.

The Committee discussed Goal #4 Children's services. The Commissioners felt this goal fell under both Committees, but the access pieces, particularly Sacramento-specific goals A and B fell to the Consumer Protection Committee. Several Commissioners noted that they had less expertise on children's issues and asked whether there were specific community-based organizations they could invite to help develop questions to ask plans on children's services issues.

The Committee discussed Goal #5 Behavioral Health. Chair Stefano stated that this goal definitely falls under the Consumer Protection Committee. She suggested that it would be helpful to have a presentation around county-administered mental health services, and Commissioner Williams agreed. Lisa Chan-Sawin stated that beyond CalAIM there is a lot of work being done around behavioral health integration. She asked if it would be helpful for the Committee to hear from the state on these changes. Commissioner Williams agreed and also suggested that there is an outside group focused on the education sector and behavioral health, which the Committee should reach out to. Commissioner Kirby agreed with this approach.

Finally, the Committee discussed Goal #6 Coordinated/Integrated Care. Commissioner Landefeld stated that all the Sacramento-specific goals are important to the Committee but especially B which is focused on the homeless population. This is a topic where the QIQA may not have expertise, and Chair Stefano agreed with this assessment. Commissioner Landefeld also suggested that D, about anesthesia services, is less of a focus for the Consumer Protection Committee, which Commissioner Kirby agreed with. In terms of activities, the Committee discussed trying to talk with homeless individuals and offering a cup of coffee or transit card fare as a way to engage them. The Committee could also hold a "pop up" meeting at a place such as Loaves & Fishes. Jenine Spotnitz and Lisa Chan-Sawin noted that the stakeholder engagement proposal did include an individual stipend, but through CBOs. There may be other approaches the County can use that may be faster, such as utilizing the Sierra Health Foundation's COVID mini-grant process. SCHA staff and consultants agreed to think more creatively about how to best engage beneficiaries.

The Committee stopped with Goal #6 and planned to continue the goal identification work at the next Committee meeting in January 2022.

<p><b>4. Public Comment</b> – <i>One comment per person, limited to two minutes.</i></p> <p>Committee Chair Kyle Stefano called for public comment. No public comments were made.</p>	<p>12:45 – 12:55 pm</p>
<p><b>5. Next Steps and Adjournment</b> – <i>Kyle Stefano, Committee Chair</i></p> <p>Committee Chair Kyle Stefano adjourned the meeting at 12:54 pm.</p>	<p>12:55 – 1:00 pm</p>

Members of the public are encouraged to attend. Public comments are accepted during designated time. Electronic or hard copies of documents are available upon request. To request documents, or if you wish to attend and need to arrange for an interpreter or a reasonable accommodation, please contact Jenine Spotnitz at [SpotnitzJ@saccounty.net](mailto:SpotnitzJ@saccounty.net) or (916) 216-1782. Electronic copies of documents will be emailed upon request and hard copies of documents may be picked up at 7001-A East Parkway, Sacramento, CA 95823. For more information regarding the Sacramento County Health Authority Commission, please visit our website at [Sacramento County Health Authority](http://Sacramento County Health Authority).